

**Falkirk Community Planning Partnership
Single Outcome Agreement
Monitoring Statement
September 2011**

Falkirk Community Planning Partnership has had a Single Outcome Agreement in place since June 2008, which was revised in 2009. The SOA helps measure the progress we are making locally to achieve our shared vision for the Falkirk Council area. The purpose of this monitoring statement is to note progress the partnership has made in achieving our vision and local outcomes over the period of the agreements.

Our collective commitment will ensure that in achieving our vision, we will provide the best quality services at an affordable cost to our communities and citizens and that this is at the very heart of all that we do.

Our vision is to ensure that:

- ***The legacy of our past and the potential of our future are protected.***
- ***Our area is at the centre of Scotland.***
- ***Our future is as one of the most culturally diverse and distinct areas in Scotland.***
- ***Our future has investment in jobs, learning, homes and leisure for all.***
- ***Our area is 'the place to be' in the third Millennium.***

Implicit in our vision is the need for our citizens and communities to be safe and healthy.

This agreement is shared by the following partners:

- Falkirk Council
- NHS Forth Valley
- Central Scotland Police
- Central Scotland Fire and Rescue Service
- Forth Valley College
- CVS Falkirk and District
- Scottish Enterprise
- Skills Development Scotland
- SESTRAN
- The Scottish Government

We must acknowledge that we alone cannot achieve our vision for our area and are reliant on a range of partners, communities and individuals to work with us to do this. Their contribution must be valued and recognised if we are to achieve what our communities need over the coming years.

While this monitoring statement notes progress against our key outcomes, we set out in our last agreement specific actions we were going to undertake to address the economic recession and its effects on our local communities.

As a partnership, we understand that the recession continues to affect individuals and communities – and will do for years to come. We must ensure the measures we have put in place to address the issue of recession are having the effect we expect, while continuing to meet the outcomes expressed within this single outcome agreement. Over the coming years we will review progress against our outcomes. We understand that we will be facing great challenges in meeting the growing needs of our communities with reducing resources. We must become more efficient in our use of resources, not only individually, but across our partnership.

We have a new Strategic Community Plan which was based on extensive consultation with both our key partners and our citizens. The Strategic Community Plan 2010 – 2015 sets out a challenging agenda for change, for Community Planning Partners, as well as our citizens and communities. Central to the new Plan, is a commitment to build and further both individual and community contributions to our vision and local outcomes. The Plan also sets out how we will address the key challenges and priorities facing the Falkirk Council area into the future.

We continue to develop our approach on community engagement and this year approved our Community Participation Strategy. This strategy sets out our commitment to ensuring our engagement with our communities is effective and adds value to our planning and decision making. We have our Citizen's Panel which the Council and our partners have used on four occasions to consult on a variety of issue. We have a commitment to increase our membership to 1,500. We are also seeking to engage with individuals, as well groups of communities in new and innovative ways. We also led the Council's biggest ever budget consultation, with over 1,300 responses and 7,000 comments submitted. These will inform the difficult budget decisions the Council will have to make over the next few years

Our agreement will continue to develop over time to reflect our maturity in measuring all sectors' and partners' performance in achieving our vision. Importantly, we will include indicators to measure our community and voluntary sectors' contribution to community life. This will support priorities set out in our Strategic Community Plan 2010 – 2015. We understand the valuable contribution volunteers and carers make to the lives of individuals and communities.

The Single Outcome Agreement provides us with the means of summarising existing performance information contained within both our Corporate and Community Planning systems. The Outcome Agreement helpfully tracks changes over time and thus provides us with a vehicle by which to scrutinise our performance and thus progress towards our local outcomes.

We understand that new guidance will be issued to Community Planning Partners on the future development of Single Outcome Agreements. As this guidance we expect will be issued in the coming months, we have not significantly revised our SOA this year.

In addition to noting specific progress for each indicator, we are identifying key actions that make a difference to the lives of individuals and communities. As these actions relate to our local outcomes, they have been grouped under specific themes of economy, health and safety, disadvantage and discrimination and the environment. We will update both progress and future action each year.

FURTHER DEVELOPING A THRIVING, SUSTAINABLE AND VIBRANT ECONOMY

- In July 2010 Falkirk was recognised as the most enterprising area in Scotland as part of a UK-wide competition. The region was recognised for its "My Future's in Falkirk" campaign to tackle job losses in the petrochemical industry. The judges commented positively about the "Innovative partnerships" between education and business". The submission for the Enterprise UK competition stated, "*Business and education liaison will be focusing on key sectors such as the creative industries and science and technology*".
- In collaboration with INEOS Grangemouth, we continued working in support of the My Future's in Falkirk project 'Schools into Technology'. This project aims to encourage more pupils to take science subjects and encourages them to pursue a science and / or technology based career so ensuring that our young people are equipped and able to work in local, technology-based companies. The project has two offerings – Masterclasses for S1/2 and the Science, Education and Technology Fair. 2010 will see the launch of the SciTeQ Festival for all S1 pupils.
- Forth Ports Authority facilitated a two-day challenge for S1 pupils on international transport and logistics. Aramark Catering provided a range of food tasting events for primary pupils and work placements for secondary pupils. Cala Homes offered a design brief for art and design pupils and Caledonian Produce offered a food challenge that resulted in the pupil's recipe being sold in Marks and Spencer.
- Analysis of the Enterprise in Education activity reports reveals a 32.4% increase in the number of employer engagement partnerships in 2009/10 bringing our total to 675. These partnerships have supported, amongst other things, 600 pupils undertaking world of work events at Forth Valley College. 1380 work experience placements (of which 32.63% were accredited) and a range of careers and challenge events
- Pupils from Carrongrange School have benefited from the experience of running the Steadings Café at Muiravonside Country Park and a further opportunity has been developed at the Tryst Café which is within the school's catchment area. This also brings the benefit of increased local community links. The café initiative has recently been extended to provide opportunities for pupils from Denny and Grangemouth High Schools and Forth Valley College.
- In 2010/11 our Community Advice Service achieved welfare benefit gains for people in the Falkirk Council area of £5.4 million. In the same period, the team lodged a total of 496 appeals against unfavourable decision by benefits agencies and achieved a success rate of 82% decisions overturned. The service also provided advice or negotiated debts for 977 local people on debts amounting to £21.9 million.
- In November 2010, Falkirk Council won the Training Provider of the Year Award from the Scottish Training Federation in recognition of the best practice in managing and delivering training programmes. This was based on the Social Care training programme covering the Getting Ready for Work clients
- "Take the Right Route" launched. A scheme to encourage people to make better, more sustainable travel choices in Larbert and Stenhousemuir.
- Falkirk won the most enterprising place in Scotland in the Enterprising Britain Awards 2010 and reached the final six in the UK.
- Falkirk won the National Modern Apprenticeship Partnership of the Year Award and the Scottish Training Federation's Training Provider of the Year Award for best practice.

CONTINUING TO IMPROVE THE HEALTH, SAFETY AND WELLBEING OF OUR CITIZENS AND COMMUNITIES

- Falkirk became one of the first heart towns in Scotland in celebration of the British Heart Foundation's 50th anniversary celebrations and in recognition of the work local people are doing to prevent and recover from heart conditions.
- Recent statistics released by Drugs Misuse Scotland show the progress we are making in reducing drug misuse across the Falkirk Council area. The number of clients reporting to drug related treatment services between 2006 and 2010 fell by 19%, with heroin users requiring treatment services falling by 12%. Reported heroin use within the Falkirk Council area is 25% below that of the Scottish average.
- Our efforts to improve community safety of people using Falkirk town centre at night and in the evening during the festive period continue to develop and progress, through our Safer Streets initiative. The taxi marshalling service experienced a 100% increase in use during the 2010 festive period when compared with the preceding year. The operation of our Safe Base during peak evenings has helped to prevent 999 calls and onward A&E referrals.
- We evaluated and learned from the pilot pre order lunch system in 12 Primary Schools and have completed a roll out to all Primary Schools in August 2011.
- The integrated Community Safety Team was established in April 2010, enabling the service to be expanded both geographically and in terms of operating hours. In line with the public's wish for a zero tolerance approach to littering and dog fouling, the number of fixed penalty notices issued for such offences increased from 325 in 2009/10 to 840 in 2010/11.
- Our housing repairs service continued to improve with an increase in the percentage of all repairs completed on target. 95% of all repairs were completed on target compared with 94% in the previous year. The number of repairs by appointment which were kept increased to 99% compared with 98% the previous year. The number of technical inspection appointments which were kept remained consistent with the previous year at 88%.
- We developed the first Corporate Parenting Action Plan for the Council as well as worked with all services to review our support for looked after children. A number of staff groups also attend basic child protection training including our trades staff. We have an ongoing rolling training programme to ensure that refresher training is carried out and all new staff are trained as part of their induction.
- Child protection arrangements in the Falkirk Council area have been very highly rated in an inspection carried out by Social Care and Social Work Improvement Scotland. The inspection examined how well children are protected and kept safe in the Falkirk Council area and inspectors looked at the services provided by Falkirk Council Social Work Service, NHS Forth Valley, Central Scotland Police and the Children's Reporter, as well as services provided by voluntary and independent organisations. Out of six key areas inspected, three of them were rated very good, two as good and one as satisfactory, all improving from our last inspection in 2009.
- We have developed an integrated central Resource Centre at Camelon for children and adults who have complex needs and a learning disability. In addition we have acted as lead authority in establishing a team of staff to deliver accredited offending behaviour programmes across the Forth Valley area; and we have appointed a tenancy support officer to provide additional housing support to offenders whose loss of tenancy may increase the risk of re-offending.

- We are consistently achieving our target for gas safety checks and have maintained 100% in meeting our statutory obligations during the past two years. Our gas engineers are also being issued with hand held PDA's to reduce paperwork and provide optimum usage of appointments.
- We increased the level of community based litter management initiatives, particularly relating to community clean ups and school related projects. The Green Dog Walkers Scheme continued to expand with 24 groups now operating across the Council area. The scheme was also awarded the Kennel Club 2010 Dog Recognition Award.
- A joint operation between Trading Standards and the Medicines Agency resulted in illicit medicines, including Viagra, being removed from retail sale.
- Laser pointers found to be a danger to eyesight were seized, removed from sale and recalled. Unsafe toy plastic cap guns were withdrawn from sale and recalled.
- A survey of "no cold calling areas" found the scheme a success with participants noting a marked reduction in the number of cold callers.
- "Take the Right Route", a scheme to encourage people to make the best choice of travel methods was implemented in Larbert and Stenhousemuir.
- Completed 1.4km of footway and cycleway schemes at Airth to Bowtrees, Skinflats, Carron Primary and Lionthorn, Falkirk at a cost of £593k.
- Completed a community sports facility at Bankier Primary School, an extension of Rannoch Nursery, Grangemouth and a community wing at Westquarter Primary.

INCREASING OUR EFFORT TO TACKLE DISADVANTAGE AND DISCRIMINATION

- The Council approved a 10 year poverty strategy in March 2011. This strategy set out a long term vision for addressing poverty and the impacts of poverty on people within the Falkirk Council areas, particularly focussing on employment and training, financial security. It also committed over £1.5m during 2011/12 to tackle the key priorities contained within our poverty strategy.
- In 2010/11 our Community Advice Service achieved welfare benefit gains for people in the Falkirk Council area of £5.4 million. In the same period, the team lodged a total of 496 appeals against unfavourable decision by benefits agencies and achieved a success rate of 82% decisions overturned. The service also provided advice or negotiated debts for 977 local people on debts amounting to £21.9 million
- A new Mobile Library was commissioned to be more fuel efficient, with better access to wheelchair users, more stock and new access to the online library catalogue.
- Twelve new social housing units of our design were completed at Denny and Laurieston
- The proportion of council service buildings that are accessible to the disabled increased by 7% from March 2009 to March 2011.
- An ongoing Aids & Adaptations programme allows us to carry out minor and major adaption work within our housing stock. This assists our customers in having greater freedom and flexibility within their own homes.
- We have reduced the turn around time (termination to re-let) of our void properties by utilising a combined team of neighbourhood officers and building maintenance staff who pre-inspect and instruct necessary repair works.

- The percentage of homelessness assessments where the decision letter was issued within 28 days increased – 85% of all decision letters were issued within 28 days compared with 84% in the previous year
- In 2010/11 we offered 6,000 owners in the Stenhousemuir, Larbert and Rural North area the opportunity of free cavity wall and loft insulation with the help of £370,000 funding from the Scottish Government's Universal Home Insulation scheme. Over 1,500 measures have been installed.
- We introduced a Small Repairs and Handyperson Scheme for elderly and vulnerable clients and this has proved very successful with 1424 jobs carried out during 2010/11.
- In 2009 the Council agreed to participate in the Scottish Government's Mortgage to Rent Scheme which in certain circumstances helps private owners who are unable to retain their homes on financial grounds by transferring ownership of the property to the Council. Participation in the scheme helps prevent homelessness and increase the Council's housing stock. Over the past year we have helped 13 people to stay in their homes and prevented homelessness for these households
- Work has been undertaken to introduce a private sector leasing scheme which will see the Council work with landlords to allocate up to 100 private rented properties to homeless applicants, helping to ease the problems of homelessness generally and reduce the costs of temporary accommodation. This scheme is being introduced from April 2011
- The Council's Scheme of Assistance (SoA) was implemented from April 2010. The SoA sets out an expanded range of advice and assistance that the Council provides to owners to help them repair and maintain the condition of their property.
- The Care and Repair Service provided assistance to 156 clients helping them to remain in their own home. 136 disabled adaptations grants were awarded to help achieve this at a cost of approximately £560,000.
- We have continued to develop our early intervention strategy with Finance Services which aims to support vulnerable tenants and assist in the achievement of higher tenancy sustainment levels.
- SCSWIS Inspection report commented on three areas of excellent practice which included the newly developed Intensive Family Support Service. This service has operated for just over a year and provides support to families in crisis. The service is multi-disciplinary and targeted at families whose children are at risk of being admitted into care. The service has recently been evaluated and its period of operation has coincided with a reduction in the number of children being Looked After Away from Home.
- A new model of delivery of co-ordinated children's services was implemented in summer 2010. There are three distinct parts to the model – locality delivery; intensive family support service; and a strategic children's services hub. The co-ordination of local delivery of services focuses on early intervention and prevention. Between September 2010 and March 2011 over 300 children had their needs identified and services provided to improve outcomes. The Intensive Family Support Service was established to support young people in crisis who were at risk of being looked after away from home. Since April 2010 has worked with 57 young people and managed to maintain 50 of those at home. The development of the hub approaches are underway to ensure that decisions made on commissioning and decommissioning of services are evidenced based and taken on a strategic basis across agencies and services.
- Falkirk Council and Falkirk and District CVS were part of a national pilot for Public Social Partnerships. This work undertaken by the project team has led to the development of a co-creation approach to service design and tendering. Although focussing initially on children's services the lessons learned are appropriate for all "people" based services. It is

envisaged that this work will inform commissioning across the community planning partnership.

ENHANCING AND SUSTAINING AN ENVIRONMENT IN WHICH PEOPLE WANT TO LIVE, WORK AND VISIT

- Completion of £5.3m Bo'ness flood protection scheme to provide increased and consistent flood protection to the residents and businesses of the Bo'ness area from Corbiehall to Grangepans.
- Falkirk Environment Trust gave grants totalling £679k during 2010-2011 assisting 21 projects with a total value of £4.2m. Notable projects included the Airth Mercat Cross restoration and the Falkirk Wheel sight and sound science play park.
- The Core Paths Plan and Public Open Space strategy were published in 2010.
- 43% of Municipal Solid Waste was recycled or composted during 2009-10 and 49.25% in 2010/11, subject to SEPA verification. Both were our highest annual rate, meeting the target for 2010.
- We completed a full stock survey of our circa 16,000 Council houses in order to ensure that we have accurate information about our housing stock and to inform our housing investment programme priorities. This information will assist in identifying expenditure requirements for the next 30 years and ensure that we can meet the Scottish Housing Quality Standard (SHQS)
- We have further improved the infrastructure at Roughmote and Kinneil recycling centres, in order to improve recycling performance at the recycling centres to achieve at least 70% recycling of materials delivered to the site.
- The Public Social Partnership (PSP) for the provision of furniture to homeless people (Quickstart) has resulted in an estimated 38 tonnes of waste being diverted from landfill, whilst enabling over 422 homeless families and individuals to move into their tenancies more quickly over the past year
- New planting and environmental estate improvement works were carried out at various sites in the Braes area; Camelon; Stenhousemuir; Carronshore; Bo'ness; Grangemouth; Banknock and Dunipace.
- Kerbside recycling boxes have been rolled out to over 63,000 households
- The Council approved a Business Case to establish a charitable Trust to deliver Culture, Sport, Recreation and Library services. The Trust came into being on 1st July 2011.
- The Park Gallery, our contemporary visual arts space was relocated to Callendar House with a consequent increase in gallery visits. A major exhibition of work by Alan Davie attracted the highest number of visits to one of our exhibitions. A new temporary exhibition space also opened in early 2011.
- The first Hippodrome Festival of Silent Cinema took place in March 2011 attracting 1,500 people to the refurbished cinema over 3 days.
- There was a 35% increase in admissions to the Council's Community Schools for out of hours leisure use. This included a welcome increase in the proportion of adults using these facilities.
- A new Community Sports Centre opened in December 2010 to serve the communities of Banknock, Haggs & Longcroft.
- A new changing village at Bo'ness Recreation Centre opened in June 2010 for customers using the swimming pool and customer feedback has been very positive.

PUBLIC SERVICE, PERFORMANCE AND PARTNERSHIP

We have over the last year looked to mitigate the effects of the recession and reduction in public spending while continuing to meet the needs of our communities. We have sought ways to be more efficient, to share and jointly deliver services by partners and also to look to continuously improve the way we work and what we deliver. This work has ranged from:

- Developing proposals for the changes we must make in our services to older people to ensure they can live as independently within their own homes as is safe and appropriate;
- Working with Health, Police and Fire & Rescue to develop a joint asset management plan;
- Looking with partners across Forth Valley at the way we commission services through the use of a Public Social Partnership approach.

We have also;

- Developed a new community participation strategy that underpins the Council's work with our communities. We also established a Citizens' Panel that has been surveyed on four occasions to date on a variety of issues;
- Reviewed our Strategic Community Plan to make sure it meets the aspirations of our communities while realistically addressing the challenges we face. To underpin this we have also undertaken a review of our partnership arrangements using the Public Sector Improvement Framework (PSIF). This complements work undertaken internally within the Council in using PSIF in reviewing all our services;
- Made significant steps forward in the way we procure and commission services and work in partnership with service providers. All work undertaken is controlled by a tender framework which ensures best value for Falkirk Council and helps towards being more cost effective especially during the current economic climate. Some of the existing tender framework agreements include electrical periodic inspections and subsequent repairs to void properties, bonding works, erection, hire and dismantle of scaffold, dry rot works and small plant hire. These represent potential savings of up to £100k per year; and
- Implemented a robust communications strategy during severe weather. Our website was visited 460,000 times during December from an average of 120,000 visits per month. Local press and radio coverage was largely realistic and supportive and there was good feedback from services and the public.

OUR CHALLENGES AND OPPORTUNITIES

Over the last few years the recession has continued to have a major impact on our services and also the people and communities we provide services to. The reduction in public sector spending will mean we have fewer resources to deliver our services. The steps taken by Government to address the issues that resulted from the recession in terms of austerity measures are likely to mean that we have an increasing demand for our services. We know that changes to the welfare benefits systems and the rise the cost of living will affect individuals and communities within our area. We know that the level of debt people are reporting is rising significantly, with most of that debt being associated with housing. The significant changes in the benefits system, some of which are not fully developed, have the potential to put people already experiencing poverty under additional pressure.

In order to ensure that the public sector is providing services efficiently and effectively, the previous Government established a Commission to look at the future of public sector services. This Commission, chaired by Dr Campbell Christie, reported in June 2011. Its findings, while not recommending structural changes to local government, will require careful consideration in terms of a response. We anticipate that the Government will look to address reform through collaboration and cooperation rather than by structural change, however, it is understood that if change is not delivered locally then it may be imposed upon us. It is therefore critical that our community planning partners and partnership arrangements are robust and delivering efficient and effective services for our local communities.

In addition to the Christie Commission, there are proposals to establish a single Police Force and Fire & Rescue Service. While not necessarily impacting directly on the majority of services the Council delivers, these proposals will potentially have a significant impact on our community planning partnership and also our key policies and strategies.

We must ensure that local services are fit for purpose, efficient and flexible. The coming years are likely to see a change in the way in which public services are both organised and delivered. Foremost will be the need to secure services, which cost less, maintain service quality and have the ability to cope with both rising and diverse demands. Implicit in this is being clear about what services are needed and valued by both citizens and communities. We will also have to challenge what services can be provided in different ways and by different means. In pursuing this we must continue to focus on realising our outcomes and on making a difference for our citizens and local communities. In redesigning the way in which we deliver our services we must continue to ensure that we give continuing priority to support our most vulnerable and those with the greatest level of need.

National Outcome One – We live in a Scotland that is the most attractive place for doing business in Europe

Local Outcomes

- The quality of our infrastructure will help promote the growth of the local economy (CP)
- Ensured our profile reflects our area as a destination of choice (CP)

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	2010/11 Performance	Annual Progress 2009-2011	Overall Performance 2006-2011	On track for target	'End' target(s) and timescale
Total Gross Added Value of businesses in the area	£2,308m - 2004	£2,550m – 2005	£2,813m – 2006	£3,010m – 2007	£3,053m- 2008	+£43m	+£745m	✓	Increase
Total business stock	3,892	3,959	4,075	4,135	Not yet available	-	2006-10 +243	✓	Increase
% of business properties leased by the council that are occupied	98%	97.3%	97.1%	94.7%	95.3%	+0.6%	-2.7%	✓	Maintain above 95%
Total business stock in priority industries e.g. chemicals, construction, financial services etc	1,162	1,204	1,261	Not yet available	Not yet available	-	2006-09 +99	✓	Increase
Regional Selective Assistance awards: number accepted/paid and their value	4 £1m	3 £620,000	2 accepted £875,000 2 paid - £415,000	2 accepted £280,000	1 accepted £850,000 5 paid £2,640,000	Increased	Increased	✓	Increase
Business advice requests for consumer protection completed within 14 days	65.9%	88.7%	93.4%	95%	92%	-3%	+26.1%	✗	95%
Total visitor expenditure in the council area (per calendar year)	£76 m	£77m	£77m	£73m (provisional figure – a recalculation)	£76 million	+£3m	Maintained	✗	Increase

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	2010/11 Performance	Annual Progress 2009-2011	Overall Performance 2006-2011	On track for target	'End' target(s) and timescale
				n of the bed stock has exaggerated the apparent decline in 2009-10)					
Number of visitor bed nights spent in the council area (per calendar year)	1.27m	1.25m	1.25m	1.20m (provisional figure as above)	1.23m	+0.3m	-0.04m	✗	Increase
Falkirk Town Centre's national retail centre ranking as measured by CACI	10 th in Scotland	15 th in Scotland	15 th in Scotland	7 th in Scotland	7 th in Scotland	-	+3 Places	✓	Improve
Total area of Urban Vacant land Derelict land Total (Urban Vacant and Derelict land)	Oct 2006 100ha 105ha 205ha	Oct 2007 53ha 92ha 145ha	Oct 2008 51ha 87ha 139 ha	Oct 2009 53ha 85ha 137 ha	Oct 2010 50ha 69ha 119ha	-3ha -16ha -18ha	-50ha -36ha -86ha	✓	reduce
Carriageway condition - % of network that should be considered for maintenance treatment	54% Falkirk ranked 25 th in 2006/07	35% Indicator definition was changed. Falkirk ranked 12 th in 2007/08	33.2% Falkirk ranked 14 th in 2008/09	38.1% Falkirk ranked 14 th in 2009/10	42.1%	+4%	2007 – 2011 +7.1%	✗	Maintain

National Outcome Two - We will realise our full economic potential with more and better employment opportunities for our people

Local Outcomes

• Increasing the wealth and prosperity of our area (CP)

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	2010/11 Performance	Annual Progress 2009-2011	Overall Performance 2006-2011	On track for target	'End' target(s) and timescale
No of claimants in receipt of out of work benefits per 1,000 population. The benefits are defined as Jobseekers Allowance, Incapacity Benefit and Income Support (carers, lone parents and other on income related benefits)	No of claimants 15,070 100.1per 1,000 population 152.7 per 1,000 working age population	No of claimants 14,780 97.5 per 1,000 population 149.2 per 1,000 working age population	No of claimants 16,780 110.0 per 1,000 population 168.3 per 1,000 working age population	No. of claimants 16,600 108.3 per 1,000 population 166.4 per 1,000 working age population	Not yet available	-	2006-10 No of claimants +1530 +8.2 per 1,000 population -13.7 per 1,000 working age population	✗	Reduce
Employment Rate	75.6%	76.6%	72.4%	74.2%	Not yet available	-	2006-10 -3.2%	✗	Increase
Number of job placements and training places achieved as a result of "community benefit in procurement" programmes	0	24	14	29	42	+13	+42	✓	Increase
The proportion of school leavers in a positive destination In worst 15% SMID	84.3% 75.2%	86.7% 75.7%	82.1%	84.2% N/A	Data available Dec 2011	-	2006-10 -0.1%	✗	Increase

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	2010/11 Performance	Annual Progress 2009-2011	Overall Performance 2006-2011	On track for target	'End' target(s) and timescale
% of 16-19 year olds not in education, employment or training	19%	16%	17%	18%	Data available Dec 2011	-	2006-10 -1%	✓	Reduce
Reducing the number of unemployed people relative to the Scottish average	Falkirk 2.0% Scotland 2.1% Sept 07	Falkirk 2.4% Scotland 2.4% Sept 08	Falkirk 4.4% Scotland 3.8% Sept 09	Falkirk 4.1% Scotland 3.8% Sept 10	Not yet available	-	2006-10 +2.0% +1.7%	✖	At or lower than the Scottish average.
Number of business start ups which received support from the Council through the business gateway	300	278	339	324	358	+34	+58	✓	Maintain
Number of trainees placed in work based training by the Council	432	560	791	943	941	-2	+509	✓	Maintain
Number of persons who were new starts on national training programmes	201 150	227 600	312	368	351	-17	+150	✓	Maintain
Number of jobs created or secured by business gateway and council employment and training activities	684	729	730 Total 339 via Business Gateway 391 via	966 Total 544 via Business Gateway 422 via	973 Total 500 via Business Gateway 473 via	+7	+289	✓	Increase

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	2010/11 Performance	Annual Progress 2009-2011	Overall Performance 2006-2011	On track for target	'End' target(s) and timescale
			ETU	ETU	ETU				
% of working age people receiving job related training in the 13 weeks prior to survey	22.6%	18.3%	18.0%	18.2%	Not yet available	-	2006-10 -4.4%	✖	Increase

National Outcome Three - We are better educated, more skilled and more successful, renowned for our research and innovation

Local Outcomes

- Our area will be recognised as having a culture of aspiration and ambition (CP)

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	2010-11 Performance	Annual Progress 2009-2011	Overall Performance 2006-2011	On track for target	'End' target(s) and timescale
The % of school leavers moving into Higher education Further education Training Employment	25.5% 16.2% 10.0% 32.6%	28.1% 19.3% 11.4% 27.8%	31.1% 21.8% 7.9% 21.1%	32.5% 18.7% 9.6% 21.8%	Data available Dec 2011	-	2006-10 +7% +2.5% -0.4% -10.8%	✓ ✗ ✗ ✗	30% 24% 11% 30%
Diversity in sectoral employment: - numbers and percentage. Wholesale and retail; Manufacturing; Health and Social Work; Public Administration; Real estate, renting business activities	11,000 – 18.8% 8,800 – 15.1% 9,000 – 15.4% 5,500 – 9.4% 5,200 – 9.0%	10,300 – 17.4% 9,300 – 15.6% 9,100 – 15.3% 5,600 - 9.4% 5,900 – 10%	10,900 – 18.2% 8,300 – 14.0% 9,200 15.5% 4,800 - 8.1% 5,900 - 9.9	10,400 - 18.3% 7,200 – 12.8% 10,100 – 17.9% 3,900 - 6.8% 4,600 – 8.1%	Not yet available	-	2006-10 -600 -0.5% -1,600 -2.3% +1,100 +2.5% -1,600 -2.6% -600 -1.1%	N/A	Monitor

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	2010-11 Performance	Annual Progress 2009-2011	Overall Performance 2006-2011	On track for target	'End' target(s) and timescale
Other industries	18,600 – 32.3%	18,900 – 32.3%	% 20,400 34.3%	20,400 36.0%			+1,800 +3.7%		
% of school leavers offered a guaranteed positive destination.	84%	87%	82%	84% (figure from Employment & Training)	87% (provisional)	+3% (provisional)	Maintained	✖	100% (2010/11)
% of population aged 16-64 with SVQ3 or above	51.2%	50.7%	51.8%	52.1%	52.2%	-0.1%	+1%	✓	Improve

National Outcome Four - Our young people are successful learners, confident individuals, effective contributors and responsible citizens

Local Outcomes

• Our workforce will be highly skilled (CP)

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	2010/11 Performance	Annual Progress 2009-2011	Overall Performance 2006-2011	On track for target	'End' target(s) and timescale
Proportion of schools achieving 'good' or 'very good' or 'excellent' in the last 3 years in HMIE reports for: <ul style="list-style-type: none"> Improvements in performance Children's experiences The curriculum Meeting learning needs Improvement through self evaluation 	n/a	New indicator. 2008/09 data to be established as baseline	(1 year only) 100% 100% 100% 86%	(2 years only) 93% 100% 86% 93% 71%	95% 100% 95% 90% 80%	+2% - +9% -3% +9%	2008-11 -5% - -5% -10% -6%	x	Improvement on baseline data
The % of pupils in P3, P4, P6 & P7 attaining or exceeding the appropriate levels for their stage in Reading Writing Mathematics	85% 81% 88%	85% 81% 87%	85% 82% 88%	86% 82% 88%	Data no longer gathered (to be replaced by curriculum for Excellence measures)	-	2006-09 +1% -1% -	N/A	5-14 measures under review.

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	2010/11 Performance	Annual Progress 2009-2011	Overall Performance 2006-2011	On track for target	'End' target(s) and timescale
Cumulative Attainment of National Qualifications by all pupils in publicly funded schools for S4 - <ul style="list-style-type: none"> • % of the S4 roll gaining level 3 or better in English and mathematics; • % of S4 roll gaining 5 or more awards as SCQF level 3 or better; • % of S4 roll gaining 5 or more awards at SCQF level 4 or better; • % of S4 roll gaining 5 or more awards at SCQF level 5 or better 	91% 89% 73% 30%	91% 89% 2% 33%	95% 92% 77% 35%	95% 93% 79% 34%	96% 93% 80% 35%	+1% Maintained +1% Maintained	+5% +4% +7% +5%	✓	Improve
Cumulative attainment of National Qualifications by all pupils in publicly funded secondary schools for S5 – <ul style="list-style-type: none"> • % of the original S4 roll gaining 1 or more awards at 	34% 17%	37% 19%	39% 21%	44% 25%	43% 24%	-1% -1%	+9% +7%	✓	Improve

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	2010/11 Performance	Annual Progress 2009-2011	Overall Performance 2006-2011	On track for target	'End' target(s) and timescale
SCQF level 6 or better <ul style="list-style-type: none"> • % of the original S4 roll gaining 3 or more awards at SCQF level 6 or better; • % or the original S4 roll gaining 5 or more awards at SCQF level 6 or better 	6%	7%	8%	12%	9%	-3%	+3%		
The % of young people who leave school without employment, further or higher education or training	15.7%	13.0%	17.9%	15.8%	Data available Dec 2011	-	2006-10 +0.1%	✘	7%
% of pupil attendance at school									
Primary	95.6%	95.4%	95.6%	95.4%	Data available Dec 2011	-	2006-10 -2%	✘	96%
Secondary	89.9%	90.8%	91.7%	91.3%			+1.3%	✘	92%
Number of young people in secondary schools involved in Pupil Councils.	251	375	429	503	422	-81	+209	✘	450

National Outcome Five - Our children will have the best possible start in life and are ready to succeed

Local Outcome

- Our area will be recognised as having a culture and ethos of aspiration and ambition.

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	2010/11 Performance	Annual Progress 2009-2011	Overall Performance 2006-2011	On track for target	'End' target(s) and timescale
Proportion of children living in households that are dependent on out of work benefits or child tax credit more than the family element (finalised awards) number per 1,000 children aged 0-15	166 Child Tax Credit - 539	158 Child Tax Credit – 553	172 Child Tax Credit - 543	180 Child Tax Credit - 570	Not yet available	-	2006-10 +14 Child Tax Credit - +31	N/A	Monitor
Proportion of early years establishments achieving 'good', 'very good', or 'excellent' in the last 3 years in HMIE reports for: <ul style="list-style-type: none"> Improvements in performance Children's experiences The curriculum Meeting learning needs Improvement through self evaluation 	n/a	New indicator 2008/09 data to be established as baseline	(1 year only) 80% 80% 80% 80% 60%	(2 years only) 93% 93% 93% 87% 73%	78% 78% 67% 78% 78%	-	3 year average only available from 2010-11	N/A	Improvement on baseline data

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	2010/11 Performance	Annual Progress 2009-2011	Overall Performance 2006-2011	On track for target	'End' target(s) and timescale
Provision of a suitable mix of affordable, accessible and high quality of early learning and child care (0-4) <ul style="list-style-type: none"> Percentage of 4 year olds in a grant-aided pre-school place Number of toddler places Number of baby places Number of wraparound care. 	100% 92 24 164	100% 92 24 220	100% 101 24 254	100% 121 42 276	100% 127 48 306	Maintain +4.9% +14.3% +36.2%	Maintained +38% +100% +87%	✓	100% Maintain mix of public and private provision
% of looked after children who on leaving care achieve at least one subject at SCQF level 3 or higher	48.1%	70.6%	62.7%	75.5%	75.6%	+0.1%	+27.5%		Better than the Scottish Average
% of looked after children who on leaving care achieve both English and Maths at SCQF level 3 or higher	25.9%	44.1%	40.3%	41.5%	20.0%	-21.5%	-5.9%		Better than the Scottish Average
Proportion of low birth weight per 1,000 live singleton births – Full	18.4	19.3	23.6	21.8	21.0	-0.8	+2.6	✗	Reduce

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	2010/11 Performance	Annual Progress 2009-2011	Overall Performance 2006-2011	On track for target	'End' target(s) and timescale
term babies									
Pregnancies among under 20 year olds per 1,000 population	2005 61.2	2006 61.6	2007 64.4	2008 60.6	Not yet available	-	2006-2010 -0.6	✓	Reduce
School meals taken as % of school roll Primary Secondary	60% 50%	59% 50%	59% 51%	56% 52%	55% 53%	-1% +1%	-5% +3%	✓	Maintain
% of schools with breakfast clubs	35%	35%	40%	35%	35%	Maintain	Maintained	✗	Increase
Increase the proportion of newborn babies exclusively breastfed at 6-8 weeks	2006 19.1%	2007 20.5%	2008 20.7%	2009 ^p 20.5%	Not yet available	-	2006-10 +1.4%	✓	Increase
% of eligible children who take up free school meals- registered and present Primary Secondary	97.4% 92.2%	99.3% 87.1%	99.0% 88.9%	97.4% 86.6%	99.7% 98.9%	+2.3% +12.3%	+2.3% +6.7%	✓ ✓	99% 90%
The number and proportion of looked after children in community placements at 31 st March	297 83.8%	417 85.8%	378 86.5%	396 89.4%	Not yet available	-	2006-10 +99 +5.6%		Better than the Scottish Average
The proportion of young people who are					Not yet	-	2006-10		Better than the Scottish

Indicator	Baseline at 2006-07	2007/08 Performanc e	2008/09 Performanc e	2009/10 Performanc e	2010/11 Performanc e	Annual Progress 2009-2011	Overall Performanc e 2006-2011	On track for target	'End' target(s) and timescale
looked after and accommodated away from home at 31 st March who have a current care plan	100%	100%	98.6%	100%	available		Maintained		Average

National Outcome Six - We will live longer, healthier lives

Local Outcomes

- Our citizens will be supported to make positive health choices in order that they can live longer (CP)

[illegible]

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	2010/11 Performance	Annual Progress 2009-2011	Overall Performance 2006-2011	On track for target	'End' target(s) and timescale
alcohol related acute hospital admissions (inpatient or day cases) with alcohol as main diagnosis	182	190	203	194	170	-24	-12	✓	Reduce
Number of suicides	2006 16	2007 18	2008 19	2009 19	Not yet available	-	2006-11 +3	✗	Reduce
The number of months during the reporting year that the target was achieved of zero delayed discharge patients waiting 6 weeks or more	0/12	0/12	6/12	8/12	2/12	-6	+2	✓	Increase
Life expectancy at birth Life expectancy at age 65	2004-2006 At birth M – 74.5 F – 79.4 At age 65 M – 15.5 F – 17.9	2005-2007 At birth M – 74.9 F – 79.5 At age 65 M – 15.9 F – 18.1	2006-2008 At birth M – 75.1 F – 79.6 At age 65 M – 15.9 F – 18.0	2007-2009 At birth M – 75.9 F – 79.8 At age 65 M – 16.4 F – 18.4	Not yet available	-	2006-10 M +1.4yrs F +0.4yrs At age 65 M +0.9yrs F +0.5yrs	✓	Increase
High BMI in Primary 1 children number of reviews and % of children receiving a review who are overweight	1,416 21%	1,474 16.9%	1,541 19.6%	1,610 22.5%	Awaiting ISD update	-	2006-11 +197 +1.5%	✗	Reduce
Number of alcohol related	2006	2007	2008	2009	Not yet	-	2006-09		

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	2010/11 Performance	Annual Progress 2009-2011	Overall Performance 2006-2011	On track for target	'End' target(s) and timescale
deaths	29	37	28	37	available		+8	✗	Reduce
% of schools designated as 'Health Promoting schools'	4%	98%	100%	100%	100%	Maintain	+96%	✓	100%
Participation in organised culture and leisure activities	28,105	35,558	40,666	41,729	61,096	+19,367	+32,991	✓	Increase
Leisure Centre admissions for adults	483,125	458,428	526,843	517,345	476,864	-40,481	-6,261	✗	Increase
Leisure Centre admissions for young people	388,792	396,834	399,960	373,709	371,842	-1867	-16,950	✗	Increase
Leisure Centre admissions for Leisure cards	54,108	59,061	44,453	61,977	60,533	-1,464	+6,425	✓	Increase
The number of people participating in healthy lifestyle physical activity programmes	13,537	19,669	37,001	42,855	39,232	-3,623	+25,695	✓	Increase
The number of participants in sports development classes	7,637	10,375	9,346	10,619	10,301	-318	+2,664	✓	Increase
The number of young people participating in health education initiatives Falkirk Council Forth Valley College	2,315 300	5,072	8,402 300	5,761 400	4,012 350	-1,749 -50	+2,263 +50	✓	Maintain number engaged

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	2010/11 Performance	Annual Progress 2009-2011	Overall Performance 2006-2011	On track for target	'End' target(s) and timescale
No and rate per 1,000 population of carer assessments carried out	266 2.3 per 1,000	1,236 10.6 per 1,000	2,320 19.6 per 1,000	2,195 19.9 per 1,000	1,896 15.7 per 1,000	-299 -4.2 per 1,000	+1,630 +13.4 per 1,000	✓	Maintain
Staff qualification – the percentage of care staff who are qualified, Working in care homes for older people (65+) Working in care homes other adults (18-64)	63.5% 90.0%	72.2% 80.0%		72.1% 88.9%	67.5% 90.9%	-4.6% -2%	+4.0% +0.9%		Better than the Scottish Average
% of older people aged 65+ with intensive care needs receiving services at home	35.2%	34.4%	34.8%	34.1%	34.0%	-0.1%	-1.2%	✓	Maintain
Home care – total number of hours and as a rate per 1,000 population aged 65+	13,554 579.4	14,018 593.6	13,779 578.0	13,460 546.3	13,675 543.6	+215 -2.7	+121 -35.8	N/A	Maintain
Home care % home care clients aged 65+ receiving personal care	67.2%	71.0%	81.8%	83.6%	88.3%	+4.7%	+21.1%	N/A	Maintain
Home care - % home care clients aged 65+ receiving care in evenings/overnight	28.6%	26.6%	29.6%	29.5%	33.5%	+4.0%	4+.9%	N/A	Maintain
Home care - % home care clients aged 65+ receiving care at weekends	69.0%	59.9%	60.0%	61.0%	71.1%	+10.1%	+2.1%	N/A	Maintain
Rate per 100,000 pop of all					Not yet		2006-10		

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	2010/11 Performance	Annual Progress 2009-2011	Overall Performance 2006-2011	On track for target	'End' target(s) and timescale
emergency admissions for patients of all ages	8671	9374	9122	8966	available	-	+295	✖	Reduce
Reduce smoking among adults – Number of attempts to quit	n/a	2007 593 1.9%	2008 864 2.7%	2009 1609 4.3%	2010 1,398 3.7%	-211 -0.6%	2007-10 +805 +1.8%	✓	Increase

National Outcome Seven - We have tackled the significant inequalities in Scottish Society

Local Outcomes

- **Disadvantaged communities will benefit from better services (CP)**

[illegible]

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	2010/11 Performance	Annual Progress 2009-2011	Overall Performance 2006-2011	On track for target	'End' target(s) and timescale
assessed as homeless who are in priority need	71%	78%	86%	90%	83.9%	+6.1%	+12.9%		2012
The % of homeless households provided with permanent accommodation in Council stock who maintained their tenancy for at least 12 months	91%	93%	90%	92%	92%	Maintained	+1%	✓	Increase
% of households where respondent or partner has a bank or building society account	SHS 2005/06 91%	SHS 2007/08 92%	n/a	SHS 2009/10 +0%	Not yet available	-	-1%	✗	Increase
Number of active members of the Falkirk and District credit union.	n/a	674	482	846	Not yet available	-	2007-10 +172	✓	Increase
The number of new learners participating in adult literacy programmes Falkirk Council Forth Valley College	178 650	439 700	408 -	497 800	518 800	+21 Maintained	+340 +150	✓	Maintain
Learning centres and learning access points Number of users of the free public access terminals in libraries		11,794	12,225	13,149	9,833	+3316	2007-10 -1961	✗	Maintain
Number of new IT learners from priority areas and with special		118	184	155	181	+26	+63	✓	Maintain

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	2010/11 Performance	Annual Progress 2009-2011	Overall Performance 2006-2011	On track for target	'End' target(s) and timescale
needs Falkirk Council Forth Valley College	650	500	-	550	600	+50	-50		
Number of times the free public access terminals are used in libraries	84,360	95,899	97,088	106,974	108,262	+1288	+23,902	✓	Increase
Number of benefit enquiries and benefit gains Falkirk Council and Citizen's Advice Bureaux	23,647 £7.7m	17,009 £8.1m	17,084 £9.7m	18,990 £8.0m	18,372 £8.5m	-618 +£0.5m	-5,275 +0.8m	N/A	n/a
Number of new debt cases and total debt negotiated Falkirk Council and Citizen's Advice Bureaux	1,411 £26.7m	1,266 £32.3m	1,464 £49.3m	797 £30.3m	977 £21.9m	+180 -£8.4m	-434 -£4.8m	N/A	n/a
Average time taken in calendar days to process all new claims and change events in housing and council tax benefit from the date of first notification. (The Right Time indicator)	n/a	n/a	Change to indication definition	20.03 days	13.81 days	6.2 days	N/A	N/A	Maintain
Number of working age benefit claimants relative to Falkirk Council average in Priority areas – areas in worst 15% SIMD 2006	2,700 2.04:1	2,680 2.07:1	2,925 2.00:1	2,890 2.02:1	Not yet available	-	2006-10 +190	✘	Reduce

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	2010/11 Performance	Annual Progress 2009-2011	Overall Performance 2006-2011	On track for target	'End' target(s) and timescale
The number of benefit claimants in priority areas participating in work based training with Falkirk Council Forth Valley College	102 183 in Falkirk LEA	163 150	Not available	74 200	Not available 200	- Maintained	-28 +17	✖ ✓	Increase

National Outcome Eight - We have improved the life chances for children, young people and families at risk

Local Outcomes

- Vulnerable children will be protected (CP)
- People will have equitable access to local health, support and care (CP)

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	2010/11 Performance	Annual Progress 2009-2011	Overall Performance 2006-2011	On track for target	'End' target(s) and timescale
Number and % of dental registrations (3-5 years)	March 2007 3,267 66.3%	March 2998 3,869 78.5%	March 2009 4,362 88.4%	March 2010 4,617 89.3%	March 2011 4680 89.8%	+63 +0.5%	+1413 +23.5%	N/A	Monitor
Proportion of social background reports submitted to the Children's Panel within 20 days	41.7%	46.7%	33.4%	33.5%	48.1%	+14.6%	+6.4%	✓	Better than the Scottish Average
Number and rate per 1,000 of child protection referrals/investigations carried out during the year	486 15.2	484 15.1	434 13.5	362 11.3	380 11.8	+18 +0.5	-106 -3.4	N/A	n/a
Number and % of first contacts following supervision requirement within 15 working days	70 77.8%	133 82.1%	101 90.2%	70 80.5%	99 84.5%	+29 +4.3%	+29 +7%	✓	Better than the Scottish Average
Number and rate per 1000 of looked after children at home at annual census	129 4.0	218 6.8	168 5.2	184 5.7	Not yet available	-	2006/10 +55 +1.7%	N/A	n/a
Number and rate per 1000 of children looked after away from home at annual	225 7.0	268 8.4	269 8.4	259 8.0	Not yet available	-	2006-10 +34 +1.0		Scottish Average

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	2010/11 Performance	Annual Progress 2009-2011	Overall Performance 2006-2011	On track for target	'End' target(s) and timescale
census									
Number of children receiving Playscheme Respite sessions provided by the children with disabilities team	171	200	167	175	173	-2	+2	✓	Maintain
Number of Children's Panel Members appointed in a year.	27	34	36	26	28	+2	+1	N/A	Target not appropriate

National Outcome Nine - We will live our lives safe from crime, disorder and danger

Local Outcomes

• Our citizens will be protected (CP)

Note: The Road accident casualty indicators per distance travelled are now all shown “per 100 million vehicle kilometres” which gives more easily read numbers compared with “per million vehicle kilometres” used in the 2009 and 2010 statements. This is the format used by the Scottish Government Transport Statistics for these measures. The figures are all annual averages calculated over five year periods.

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	2010/11 Performance	Annual Progress 2009-2011	Overall Performance 2006-2011	On track for target	‘End’ target(s) and timescale
% of adult residents stating that they feel ‘very safe’ or fairly safe’ when at home alone at night	SHS 2005/06 97%	SHS 2007/08 95%	n/a	SHS 2009/10 97%	n/a	-	2006-09 +2%	✓	Increase
Confidence in individual safety in local areas	2006	2008	n/a	2010	Not yet available	-	2006-10		
During the day	84%	89%		90%			+6%	✓	Maintain
At night	47%	51%		58%			+11%	✓	increase
Volume and rate of recorded crimes and offences per 10,000 population.									
Crimes and offences are categorised as:									
Group 1 Crimes of violence	13.9	14.4	15.1	11.5	11.8	+0.3	-2.1	✓	Reduce
Group 2 Crimes of indecency	16.8	18.5	13.8	12.3	14.9	+2.6	-1.9	✓	Groups 1-4
Group 3 Crimes of dishonesty	280.7	278.5	260.8	238.2	264.2	+26.0	-16.5	✓	
Group 4 Vandalism, fire-	226.3	201.9	191.0	152.3	147.2	-5.1	-79.1	✓	
	140.3	135.4	133.4	116.6	107.9	-8.7	-32.4	N/A	Groups 5–7 monitor

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	2010/11 Performance	Annual Progress 2009-2011	Overall Performance 2006-2011	On track for target	'End' target(s) and timescale
raising and malicious conduct Group 5 other crimes which includes all drugs offences Group 6 offences (miscellaneous) Group 7 offences (road traffic)	370.6 1185.0	384.7 1114.9	376.1 1051.3	330.1 923.8	327.0 835.2	-3.1 -88.9	-43.6 -349.8		
Road accident casualties killed or seriously injured (KSI).	Av no: 2002-2006 83	Av no: 2003-2007 74	Av no: 2004-2008 70	Av no: 2005-2009 69	Av no: 2006-2010 60	-9	2002/06 – 2006/10 -23	✓	Reduce
Road accident casualties KSI per 100 million vehicle kilometres	Av rate: 2002-2006 5.84	Av rate: 2003-2007 5.11	Av rate: 2004-2008 4.75	Av rate: 2005-2009 4.59	Traffic data for 2010/11 is incomplete	-	2006-09 -1.25	✓	Reduce
Road accident casualties aged fewer than 16 years KSI per 100 million vehicle kilometres	Av rate: 2002-2006 0.52	Av rate: 2003-2007 0.47	Av rate: 2004-2008 0.44	Av rate: 2005-2009 0.45	Traffic data for 2010/11 is incomplete	-	2006-09 -0.07	✓	Reduce
Road accident casualties						-	2006-09		

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	2010/11 Performance	Annual Progress 2009-2011	Overall Performance 2006-2011	On track for target	'End' target(s) and timescale
slightly injured per 100 million vehicle kilometres	Av rate: 2002-2006 23.97	Av rate: 2003-2007 23.01	Av rate: 2004-2008 22..25	Av rate: 2005-2009 22.03	Traffic data for 2010/11 is incomplete		-1.94	✓	Reduce
Overall prevalence of problem drug misuse No of new individual clients reported Rate per 100,000 population Scotland – rate per 100,000 population	312 226 258	266 191 263	286 200 245	252 179 211	Not yet available	-	2006-10 -60 -47 -47	✓	Reduce
The proportion of Criminal Justice Social Work reports submitted to court by due date	99.9%	99.9%	99.7%	99.9%	99.8%	-0.1%	-0.1%	✓	Better than the Scottish average
Probation – the proportion of new probationers seen by a supervising officer within one week	87.5%	93.2%	93.4%	93.0%	93.7%	+0.7%	+6.2%	✓	Better than the Scottish average
Community service – the average hours per week taken to complete	3.3	3.2	2.7	3.0	3.7	+0.7	+0.4	✓	Better than the Scottish

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	2010/11 Performance	Annual Progress 2009-2011	Overall Performance 2006-2011	On track for target	'End' target(s) and timescale
community service orders									average
Food hygiene – the % of premises with a minimum inspection frequency of 12 months or less, that were inspected on time	99.3%	97.1%	99.2%	100%	99.5% (only 1 premises late)	0.5%	+0.7%	✓	Maintain
Inspection of trading premises – the % in high and medium risk inspections that were inspected on time	97.9%	96.8%	95.5%	90.7%	92%	+1.3%	-5.9%	✗	Maintain
Consumer complaints completed within 14 days of receipt	71.5%	51.8%	56.2%	68.2%	69.9%	+1.7%	+1.6%	N/A	Target revised
Cost of repairs on schools due to vandalism	£216k	£183k	£233k	£172k	£281k	+£109k	+£65k	✗	Decrease
Number and rate per 1,000 of adults at risk of harm investigations	13 0.11	123 1.02	121 1.00	59 0.49	136 1.13	+77 +0.64	+123 +1.02	N/A	n/a
The number of accidental dwelling fires per 10,000 population	7.48 (Scottish average 10.7)	5.68	8.28	6.40	7.2	+0.8	-0.29	✓	To reduce at least as quickly as the Scottish

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	2010/11 Performance	Annual Progress 2009-2011	Overall Performance 2006-2011	On track for target	'End' target(s) and timescale
									average
The number of accidental fire fatalities per 10,000 population	0.20	0	0.06	0.06	0.13	+0.07	-0.07		Lower than the Scottish average
The number of fire incidents resulting in casualties per 10,000 population	0.93	0.73	1.06	1.3	1.44	+0.14	0.51		Lower than the Scottish average
The number of wilful fire raising incidents per 10,000 population	77.56	65.06	54.08	49.60	46.8	-2.8	-30.76	✓	Reduce to 50
The number of hoax emergency calls to the Fire and Rescue service per 10,000 population	17.16	9.69	8.6	9.3	10.2	+0.9	-6.96	✗	Achieve a year on year reduction

National Outcome Ten – We live in well designed, sustainable places where we are able to access the amenities and services we need

Local Outcomes

• Our housing continues to meet the needs of people who live and may wish to live in our area (CP)

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	2010/11 Performance	Annual Progress 2009-2011	Overall Performance 2006-2011	On track for target	'End' target(s) and timescale
The % of residents stating their neighbourhood as a 'very good' or fairly good' place to live. In worst 15% SMID (FSF)	2006 81% 73%	2008 84% 68%	n/a	2010 86% n/a	N/A	-	2006-10 +5	✓	Improve
The number and variety of affordable homes total rented RSL and Council new build units completed;	65	8	38	93	119	+26	+54	✓	Increase
total low cost home ownership new home build units completed	8	0	0	54	9	-45	+1	✓	Increase
% of Council tenancies allocated to homeless people	37%	53%	60%	58%	49%	-9%	+12%	✓	Increase
% of RSL tenancies allocated to homeless people	-	45%	37.5%	39%	67%	+28%	-22%		
% of Council tenancies allocated to other groups in housing need	-	-	35%	35%	47%	+12%	2008-11 +12%	N/A	New indicator

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	2010/11 Performance	Annual Progress 2009-2011	Overall Performance 2006-2011	On track for target	'End' target(s) and timescale
% of RSL tenancies allocated to other groups in housing need	-	-	32%	32%	Not yet available	-	Maintained	N/A	New indicator
% of cases reassessed as homeless or potentially homeless within 12 months of previous cases being completed	4.1%	3.8%	1.5%	1.4%	3.8%	+2.4%	-0.3%	✓	Reduce
% of council house sales settled within 26 weeks	86.1%	90.1%	86.7%	90.1%	98%	+7.9%	+11.9	✓	Increase
Privacy – percentage of residential care places that are in single rooms older people (65+) other adults	87.6% 93.3%	92.3% 94.3%	96.2% 92.7%	94.0% 96.7%	96.9% 94.3%	+2.9% -2.4%	+9.3% -1.0%		Better than the Scottish average
The proportion of people in single rooms with ensuite provision in care homes older people (65+) other adults (18 -64)	71.4% 32.8%	71.8% 36.9%	74.0% 48.2%	75.2% 43.1%	76.7% 51.0%	+1.5% +7.9%	+5.3% +18.2%		Better than the Scottish average
The number and rate per 1,000 adult population of Mecs community alarms provided	703 6.0	683 5.8	847 7.1	777 6.5	930 7.7	+153 +1.2	+227 +1.7	✓	Maintain level of service
The number of adaptations commissioned during the	898	1,297	1,747	2,014	1,522	-492	+624	✓	Maintain

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	2010/11 Performance	Annual Progress 2009-2011	Overall Performance 2006-2011	On track for target	'End' target(s) and timescale
reporting year and the rate per 1,000 population	7.6	10.9	14.6	16.7	12.6	-4.1	+5.0		level of service.
% of householder planning applications dealt with within 2 months	85.1%	82.9%	79%	83.9%	82.1%	-1.8%	-3%		Top quartile in Scotland

National Outcome Eleven – We will have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others

Local Outcomes

- Citizens and communities will be encouraged to take responsibility for their own health and well being (CP)

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	2010/11 Performance	Annual Progress 2009-2011	Overall Performance 2006-2011	On track for target	'End' target(s) and timescale
The number and rate per 1,000 obtaining self directed support	50 adults 0.42 11children 0.34	45 adults 0.38 8 children 0.25	42 adults 0.35 6 Children 0.19	56 adults 0.47 8 children 0.25	59 adults 0.49 7 children 0.22	+14 adults +0.11 -1 child -0.03	+9 adults +0.07 -4 children -0.12	N/A	n/a
Anti social noise complaints – average time to respond (in hours)	157	19	0.41 hours	0.49 hours	0.51 hours	+0.02 hrs	N/A	✓	Average response times less than 1 hour. All response visits to be made within 2 hours.
No of community litter clean ups organised	16	20	23	23	55	+32	+39	✓	Increase
Number of young people involved in a range of youth intervention initiatives	40	120	2,300	2,490	2,620	+130	+2580	✓	Minimum of 150

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	2010/11 Performance	Annual Progress 2009-2011	Overall Performance 2006-2011	On track for target	'End' target(s) and timescale
Number of calls to anti-social behaviour helpline	3,474	2,774	2,971	3,927	4,440	+513	+966	✖	Reduce
% of new tenancies sustained for at least 12 months	91%	93%	92%	92%	91.5%	-0.5%	+0.5%	✓	Increase
ASB – % acknowledgement of new instruction issued within 1 day	100%	100%	100%	100%	100%	Maintained	Maintained	✓	Maintain
ASB - % lodged in Court within 4 days of final instruction/information	100%	100%	100%	90%	100%	+10%	Maintained	✓	Maintain
% of homeless applicants fleeing domestic abuse	20%	22%	19%	19%	21%	+2%	+1%	N/A	Monitor
Number of domestic abuse incidents per 10,000 population	117	126	141	122	132	+10	+15	N/A	Monitor

National Outcome Twelve - We value and enjoy our built and natural environment and protect it enhance it for future generations

Local Outcomes

- We will improve the built environment (CP)
- Our open spaces will be attractive accessible and safe (CP)

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	2010/11 Performance	Annual Progress 2009-2011	Overall Performance 2006-2011	On track for target	'End' target(s) and timescale
% of non householder planning applications dealt with within 2 months	40.7%	49.5%	33.6%	28.1%	37.1%	+9%	-3.6%	✘	60%
% of all planning applications dealt with within 2 months	64.5%	67.1%	56%	59.3%	58.6%	-0.7%	-5.9%	✘	80%
Traffic light failure repairs completed within 48 hours	90.6%	94.5%	96.4%	96.7%	97%	+0.3%	+6.4%	✓	95%
Street light failure repairs completed within 7 days (Note: The progress comparisons are distorted by the effect of extreme winter weather on 2010/11 performance)	96.2%	97.1%	98.2%	96.9%	84.4%	-12.5%	-11.8%	✓	93%
Assessment survey scores of cleanliness in	73	70	71	72	72	Maintained	-1	✘	Maintain

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	2010/11 Performance	Annual Progress 2009-2011	Overall Performanc e 2006-2011	On track for target	'End' target(s) and timescale
public places									
Abandoned vehicles removed within 14 days of notification	85.2%	89.4%	60.9%	89.1%	89.7%	+0.6%	+4.5%	✓	85%
Special uplifts completed within 5 days	78%	92.8%	90%	81%	97%	+16%	+19%	✓	90%

National Outcome Thirteen - We take pride in a strong, fair and inclusive national identity

Local Outcomes

• Our citizens continue to access critical services that meet their needs. (CP)

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	2010/11 Performance	Annual Progress 2009-2011	Overall Performance 2006-2011	On track for target	'End' target(s) and timescale
No of civil marriages	307	316	333	324	376	+52	+69	N/A	Monitor
No of civil partnerships	6	9	8	5	6	+1	Maintained	N/A	Monitor
No of baby naming ceremonies	6	11	10	3	4	+1	-2	N/A	Monitor
No of renewal of wedding vows ceremonies	11	7	1	1	3	+2	-8	N/A	Monitor
No of people attending citizenship ceremonies	56	54	37	37	65	+28	+9	N/A	Monitor
Public access % of council buildings that are suitable and accessible to disabled people	56.0%	63.4%	73.4%	76.6%	80.5%	+3.9%	+24.5	✘	78%
Public access % of schools that are fully or mostly accessible to disabled people	86%	86%	89%	89%	92%	+3%	+6%	✓	Further progress beyond 89% will depend on the school replacement programme

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	2010/11 Performance	Annual Progress 2009-2011	Overall Performance 2006-2011	On track for target	'End' target(s) and timescale
									e
No of old people's welfare organisations operating across the Council area	40	40	-	46	No data available	-	2006-10 +6	✓	Maintain
No of racist incidents	169	172	211	118	153	+35	-16	✓	Reduce
No of racially motivated crimes and offences	177	190	194	156	169	+13	-8	✓	Reduce

National Outcome Fourteen - We will reduce the local and global environmental impact of our consumption and production

Local Outcomes

• We will be greener (CP)

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	2010/11 Performance	Annual Progress 2009-2011	Overall Performance 2006-2011	On track for target	'End' target(s) and timescale
CO2 emissions from Falkirk Council operations (Annual emissions were below the Carbon Management Plan baseline in each year until the severe winters of 2009-10 & 2010-11).	42,875 tonnes (2005-06 baseline 43,794 tonnes)	43,497 tonnes (297 tonnes below 2005-06 baseline)	42,855 tonnes (939 tonnes below 2005-06 baseline)	41,0007 tonnes (1,236 tonnes below 2005-06 baseline)	44,177 tonnes (383 tonnes above the 2005/2006 baseline)	+3170 tonnes	+1302 tonnes	✖	20% reduction in annual CO2 emissions by 2012/13 from 05/06 baseline
Tonnage of municipal waste collected per 1000 population	760.9 tonnes	678.5 tonnes	633.3 tonnes	596.67 tonnes	588 tonnes	-8.67 tonnes	-172.9 tonnes	✓	Reduce
The maximum total tonnes of biodegradable municipal waste allowed to be sent to land fill	45,142 tonnes	38,633 tonnes	31,795 tonnes	29,651 tonnes	20,641 tonnes	-9010 tonnes	-24501 tonnes	✓	Reduce
% of municipal waste collected by the Authority: recycled or	35%	36%	40.8%	42.75%	49.25%	+6.5%	+14.25%		50% 2013

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	2010/11 Performance	Annual Progress 2009-2011	Overall Performance 2006-2011	On track for target	'End' target(s) and timescale
composted. Total Recycled Composted	24.8% 10.1%	24.3% 11.7%	27.6% 13.2%	28.8% 14.0%	34.2% 15.3%	+5.4% +1.3%	+9.4% +5.2%	✓	70% 2025 – aspirational
Proportion of adults travelling actively to work or education	2005/06 Walk – 11% Cycle – 2% Scotland Walk – 11.8% Cycle 1.6%	No update available	May 2009 Walk – 13% Cycle – 1%	No survey held	2011 Census data not available	-	-	N/A	Increase
% of our vehicle fleet with reduced emission technology	80%	88%	99%	100%	100%	Maintained	+20%	✓	100%
Compliance with EU and UK government air quality directives (SO ₂ – Sulphur dioxide) (NO ₂ – Nitrogen dioxide) (NO – Nitrogen oxides) (AWMA – Air quality management area)	Sulphur dioxide (UK) objective exceeded at two monitoring sites in Grangemouth	Sulphur dioxide (UK) objective exceeded at 2 monitoring sites in Grangemouth	2 SO ₂ breaches in Grangemouth 2 NO ₂ breaches at 1 site in Falkirk Town centre and 1 site in Haggs (A80/A803	1 SO ₂ breach in Grangemouth PM ₁₀ breach at one site in Falkirk Town Centre	2 SO ₂ in Grangemouth 2 NO ₂ at Falkirk West Bridge St., and Haggs (A80/A803). 2 PM ₁₀ at Falkirk West Bridge St and Banknock	+1 SO ₂ +2 NO ₂ +1 PM ₁₀	+2 NO ₂ +2 PM ₁₀ No added SO ₂ breaches	✗	Compliance with EU, UK and Scottish government air quality objectives at all 11 monitoring sites within the Council area

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	2010/11 Performance	Annual Progress 2009-2011	Overall Performanc e 2006-2011	On track for target	'End' target(s) and timescale
% of educational establishments achieving Eco Schools awards: Bronze awards; Silver awards; Green Flags	73% 47% 12%	75% 52% 21%	81% 67% 37%	86% 75% 49%	86% 79% 67%	Maintained +4% +18%	+13% +32% +55%	✓ ✓ ✓	80% 60% 30%
Reported incidents of illegal tipping and refuse accumulations	1,980	3,161	2,419	1,866	Not yet available	-	2006-10 -114 -5.8%	✓	Assuming all incidents are reported – reduce number
Total number of dwellings brought up to SHQS by criteria in each year: <ul style="list-style-type: none"> ▪ Tolerable standard ▪ Free from serious disrepair ▪ Energy efficiency ▪ Modern facilities and services ▪ Healthy, safe and secure Total no of properties	16,005 14,715 2,897 9,759 12,246 6,298	16,005 15,256 5,028 11,273 13,258 6,446	16,005 15,564 7,004 12,494 13,466 6,730	16,005 16,267 8,894 13,707 14,513 7,021	16,183 15,442 8,912 15,097 15,233 8,497	+178 -825 +18 +1,390 +1,476	+178 +727 +6,015 +5,338 +2,199	✓	Increase

[illegible]

National Outcome Fifteen - Our public services are high quality, continually improving, efficient and responsive to local people's needs

Local Outcomes

- We are committed to
 - Public service
 - Performance
 - Partnership (CP)

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	2010/11 Performance	Annual Progress 2009-2011	Overall Performance 2006-2011	On track for target	'End' target(s) and timescale
Sickness absence - % of working days lost through sickness absence for chief officers and all local government employees [including teachers]	4.89%	5.21%	4.69%	4.91%	Not yet available	-	2006-10 +0.02%	✘	4%
% of who people who contacted the Council that were satisfied with the service they received	2006 75.2%	2008 72.7%	n/a	2010 74%	Not yet available	-	2006-10 -1.2%	✘	Increase
Percentage of operational accommodation buildings suitable for their current use.	90.6%	89.2%	94.1%	90.4%	85.0%	+5.4%	-5.6%	✘	Increase
Percentage of gross internal floor area of operational buildings that is in a satisfactory condition	75.3%	73.4%	80.9%	85.6%	80.9%	-4.7%	+5.6%	✓	Increase

Indicator	Baseline at 2006-07	2007/08 Performance	2008/09 Performance	2009/10 Performance	2010/11 Performance	Annual Progress 2009-2011	Overall Performance 2006-2011	On track for target	'End' target(s) and timescale
% of people who feel informed about the Council	2006 71.8%	2008 75%	n/a	2010 87%	Not yet available	-	2006-10 +15.2%	✓	Increase
Response repairs the % of housing repairs completed within the target times	77%	83%	89.3%	94.3%	95.2%	+0.9%	+18.2%	✓	Increase
Tenancy changes – the % of rent loss due to voids	1.6%	1.5%	1%	1%	0.9%	-0.1%	-0.7%	✓	Reduce
% of homeless assessments completed within 28 days	39%	46%	72.2%	84.2%	85.2%	+1%	+46.2%	✓	Increase
The % of not low demand dwellings that were re-let within 4 weeks	15%	11%	74%	21%	49%	+28%	+34%	✓	Increase
% of tenants satisfied with the Council as a landlord	-	93%	-	93%	83%	-10%	2007-10 -10%	✗	Increase
% of Council tax collected in the year	96.2%	96.4%	96.09%	95.98%	96.11%	-0.13%	+0.09%	✓	Improve
Time taken to respond to emergency calls Central Scotland Police – emergency calls attended within target Central Scotland Fire and Rescue Service - % calls	84% 61.8%	84% 65.1%	87% 66.8%	87% 50%	86% 58.2%	-1% +8.2%	+2% -3.6%	✓ ✗	Maintain 70% target achieved

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